

Job Description

Senior Family Support Co-ordinator- North Lanarkshire

Job Title:	Senior Family Support Co-ordinator, North Lanarkshire
Employer	Home-Start Glasgow North and North Lanarkshire
Location:	Orbiston Neighbourhood Centre, Bellshill, North Lanarkshire
Hours of Work:	Full-time 35 hours per week (Hybrid working)
Responsible to:	Service Development Manager
Responsible for:	North Lanarkshire Team (staff and volunteers)

Purposes of the job

Home-Start Glasgow North and North Lanarkshire is a local charity that provides support to families with young children who are experiencing challenging times. Our support is delivered through various services including 1:1 volunteer support, groups, peer support, information and awareness raising. As the senior staff member within the North Lanarkshire Team and part of the overall Management Team, the purpose of this role is to take responsibility for providing leadership and management for the project by:

- Maintaining high standards of practice in supporting families and volunteers within the ethos and values of Home-Start Glasgow North and North Lanarkshire.
- Ensuring the effective day-to-day management of the project in accordance with the Home-Start Memorandum & Articles of Association, the Home-Start Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.
- To ensure equality of opportunity, fairness and diversity in all aspects of the organisation's work.
- To ensure high quality of practice in the protection of children and vulnerable adults.
- To take responsibility for providing leadership and management to the staff team.

Main Responsibilities

Leadership and management

- Taking responsibility for the day-to-day management of the project.
- Reporting to and supporting the Service Development Manager and Director to ensure the effective strategic management, development as well as delivery of objectives and commitments.
- Support the organisation in ensuring all Home-Start policies and procedures are implemented and reviewed.
- Ensuring effective administration, monitoring and financial systems are in place and are adhered to.
- Support Service Development Manager with identification of future funding opportunities.
- Supporting the Service Development Manager by providing required information/stats to support funding applications/reports.
- Managing the operational work and deploying the organisation's staffing and financial resources in the most effective way.
- Supporting the organisation in the recruitment, selection, induction, management, and deployment of all paid employees.
- Leading the staff team and ensuring all employees receive effective supervision, direction and opportunities for development.
- Promoting the work of the organisation externally and networking as required to raise the profile of the project.
- Contributing to and supporting the development of the Home-Start network locally, regionally and nationally.
- Work with the wider staff team to ensure Social Media presence at all times.
- Work with the fundraising team to develop CSR and business links.

Support for Families

- Maintaining an overview of the work with families.
- Ensuring support to families is of a high standard, in accordance with Home-Start's model, policies and procedures.
- Work with Service Development Manager and Group Worker to develop new groups.

Managing Volunteers

- Ensuring the organisation maintains an effective team of volunteers.
- Work with the wider staff team to ensure volunteer recruitment and opportunities remain a priority.
- Work with the wider team to support student placements where appropriate.
- Ensuring the scheme's policies and procedures are fully implemented in all aspects of working with volunteers including their recruitment, selection, preparation, support and supervision.
- Ensuring that the Home-Start Training and Assessment Course is delivered in full and to a high standard to all prospective volunteers.

Working in Partnership

- Ensuring appropriate liaison and communication with referrers and other professionals.
- Networking appropriately within the community.
- Contributing to local policy and community development as appropriate.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

Any substantial or major changes will be negotiated.

This job description is current at May 2022.